

NHS Grampian

Job Description

SECTION 1

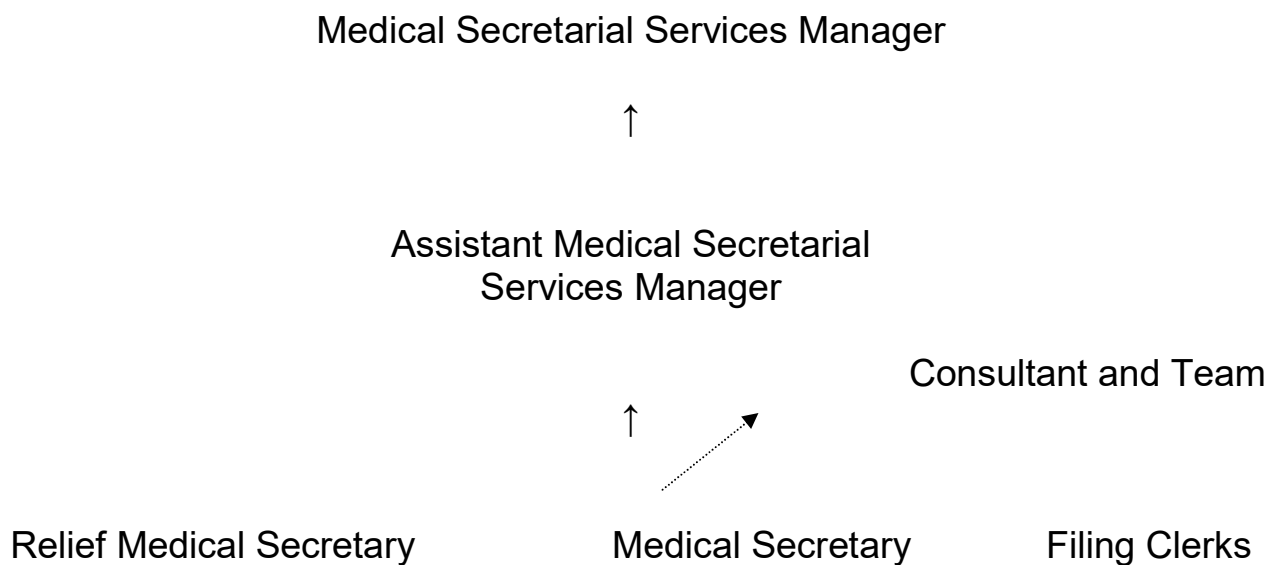
JOB IDENTIFICATION

Job Title:	Relief Medical Secretary
Department(s):	Medical Secretariat - Gastroenterology
Location:	Aberdeen Royal Infirmary
Hours:	37 Hours Per Week
Grade:	Band 4
Salary:	£27,598 - £30,019
Contract:	Permanent

JOB PURPOSE

The Medical Secretary provides a comprehensive secretarial and administrative support to two Consultants and their teams providing support for both clinical and non-clinical responsibilities. Lead role for communication between General Practitioners, patients and their relatives and medical teams ensuring confidentiality at all times whilst facilitating the complete patient journey.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

To provide a comprehensive secretarial service. The medical secretary covers all aspects in the role by providing support to the Consultants and their teams dealing with their clinical and non clinical workload – clinics, waiting lists, miscellaneous work.

5. MAIN DUTIES/RESPONSIBILITIES

Post holder has complete autonomy in organising workload as generated by Consultants and clinical staff.

Clinical:

Audio Typing (40%)

Accurate transcription of discharge summaries, out-patient clinic letters (including peripheral clinics), adhoc letters and medical reports.

Ensure action points in letters are followed through, i.e. patients are placed on waiting list and all clinic appointments and investigations are arranged.

Waiting List Management (20%)

Place patient's names on the waiting list using Trakcare.

Select patient's names from the waiting list on a weekly basis, ensuring clinical priority and thereafter length of wait in order to compile consultant's procedure list.

Adhere to the waiting list guarantee times, as set by the Scottish Executive, when selecting patients for admission.

Ensure procedure lists are used to full potential replacing any patients who cancel even at short notice.

Ensure any relevant investigations during the in-patient stay have been arranged.

Ensure information held on the waiting list is accurate.

On a weekly basis, print a waiting list report and retain in the office.

Update respective diaries as necessary.

Send patients appropriate admission documents in good time.

Ensure failure to attend report is printed and acted upon on a regular basis.

Ensure an operating theatre is booked, patients are contacted and given all relevant information, patients' medical notes are sent to appropriate hospital and staff at appropriate hospital are given patients' details. Post-operatively ensure all relevant admission and discharge dates are recorded on PMS and that all medical notes are returned to the consultant.

Type a list of elective patients booked for admission the following week and distribute list accordingly ensuring all medical notes are available.

Administration (40%)

Daily management of Admin Tasklist

Arrange review appointments at outpatient clinic.

Arrange any outpatient investigations.

Liaise with other departments to ensure that follow up appointments and investigations have been arranged and ensure that results are to hand for future clinic appointments.

Open Consultants mail, prioritise and obtain case notes where necessary.

Patient case notes – Post holder uses Trakcare (Patient Management System) to locate and request patient case records. Ensure all filing is correctly put in appropriate case notes. Post holder must ensure that all patient case notes requested by other departments/Out Patient Clinics reach the required destination in time for clinic appointment, this highlights the need for the post holder to undertake the transcription in an organised and timeous manner to ensure the appropriate correspondence and results are within the notes to further facilitate patient care

Order and maintain secretarial stationery supplies.

Ensure all documents are filed correctly within case notes or uploaded to Electronic Patient Record (EPR).

Provide cover for colleagues on annual/sick leave.

Keep secretarial job instructions up to date.

Ensure all equipment is maintained and in good working order, arrange repair if necessary.

Consultants annual leave – ensure all procedure lists, clinics etc are covered or cancelled accordingly and forward annual leave request form to Head of Service for department

Ensure prescription for unlicensed drugs are completed and sent to Pharmacy Department.

Communication

The post holder is the conduit between the Medical Team and the patients/GPs/relatives and all clinical and non-clinical staff.

Teamwork

Covering and liaising with other secretaries within department for annual leave and sick leave.

Participate in supporting training of new members of the team.

SYSTEMS AND EQUIPMENT

Telephone

Audio Typing Equipment

Digital Dictation Software & Microsoft Word

Photocopier

Laser printer

Personal computer

Typing of all correspondence

Generate standard letters to be sent to patients for forthcoming admissions

TrakCare (PMS)

- To locate, track and request case notes
- To place patient's names on the waiting list
- To run off WL reports
- To check for clinic appointments
- To obtain patient demographic details
- To check admission, discharge and transfer details
- To print labels
- To manage and maintain Admin Tasklist / Awaiting Results

Opera Theatre Booking System

- Book patient theatre admission
- Produce admission list for staff on the ward

Laboratory Computer System

- To obtain blood and pathology results to be appended to correspondence

Office 365

- To send and receive e-mails
- To manage Personal and Consultant electronic diary
- To access Microsoft Teams for meetings or communicating with colleagues

Dragon Medical Workflow Manager

- To transcribe and process clinical correspondence

7. DECISIONS AND JUDGEMENTS

Regular team meetings are held, combined with annual appraisal to ensure continued personal development.

Line Manager is not based within the department but can be contacted at any time via telephone or E-mail if advice is required.

Prioritise own workload.

Use initiative when problem solving.

Work autonomously.

Able to deal with majority of phone calls to the office, occasionally referring to consultant or medical staff to arrange or expedite patients' appointments or admission to hospital at GP's request. Ensure any urgent telephone calls are passed on accordingly.

Waiting List management – Deciding which patients to bring in for procedure in order of urgency adhering to guaranteed waiting times.

8. COMMUNICATIONS AND RELATIONSHIPS

Post holder is required to show an ability to communicate effectively with all levels. Communication is undertaken at all times to ensuring patient confidentiality.

Multidisciplinary staff within hospital. To discuss all aspects of patient care.

Patients – Answer queries from patients mainly over the telephone regarding WL issues, clinic appointments, results etc. being patient and tactful at all times

General Practitioners, their receptionists and secretaries. By telephone to discuss patient care. By e-mail to forward urgent correspondence.

Relatives. Face-to-face and telephone to arrange appointments with the consultant or medical team to discuss patients.

Medical Records Department. By telephone to request notes and deal with requests for notes.

Doctors and medical secretaries in hospitals nationally. By telephone to discuss patients being referred to or from this hospital.

Medical representatives. Face-to-face and telephone to arrange mutually convenient meetings with the consultant.

9. PHYSICAL DEMANDS OF THE JOB

Sitting at a desk for prolonged periods of time.

Ability to work well under pressure dealing with constant interruptions and demands from other members of staff.

Manual handling of medical notes and stationery supplies.
Speed and accuracy when typing
Long periods of concentration when typing
Advanced keyboard skills
Extremely high volume of workload with 10 working day turnaround period.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

High volume of workload
Contacting patients by phone to cancel/reschedule their forthcoming admission to hospital.
Adhering to WL guarantee times.
Contacting patients by telephone at short notice to arrange admission to hospital in place of patients who have cancelled at the last minute to ensure procedure lists are fully utilised.
Communication with demanding GP's and verbally abusive patients/relatives on the phone.
Endeavouring to adhere to Trust policy that all out-patient clinic letters and discharge summaries are sent to GP's within 10 days of clinic appointment or discharge.
Frequent interruptions verbally by telephone or in person from patients, relatives, GP's and staff.
Deciphering often difficult and unclear terminology via use of audio equipment and hand written notes.
Post holder often has to multitask and prioritise due to heavy workload.
Post holder required to display confidentiality, empathy, diplomacy and tact at all times.
Covering for colleagues on annual/sick leave.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Minimum of 5 x National 5 qualifications or equivalent including English.
Secretarial qualification or equivalent experience
Microsoft Office experience
Medical terminology
Audio Typing experience
Excellent organisational skills
Excellent word processing skill
Good team worker
Adaptable
Hard-working
Ability to cope well under stress.
Ability to work to tight deadlines and prioritise appropriately
Show empathy and tact when dealing with patients and relatives

Able to communicate well with all disciplines of staff

Good attendance record and time keeping

Confidentiality

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PERSON SPECIFICATION

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE	Medical Secretary (Band 4)
LOCATION/HOSPITALS	Aberdeen Royal Infirmary
WARD/DEPARTMENT	Medical Secretariat -
Gastroenterology	

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Minimum of 5 x qualifications at SCQF level 5 or equivalent, must include English (SCQF level 5 includes National 5, Credit Standard Grade, or O Grade)	Higher English Secretarial or administration qualification
Experience	Experience in a similar role such as Secretary, PA, Senior Administration Assistant, or Audio Typist Experience in using Microsoft Office, including Word and Excel Experience of transcription of documents from audio files and copy typing	Experience of Waiting List management Previous NHS experience Medical Secretarial experience Knowledge of medical terminology Experience of NHS IT systems including TrakCare and Dragon Medical Workflow Manager
Special Aptitudes / Abilities	Fast and accurate keyboard skills	

